



SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

Leading Wellness: Peer Providers on Integrated Care Teams

April 20, 2017



SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

Moderators:

Larry Fricks, Deputy Director, CIHS







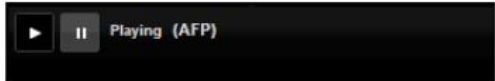

Roara Michael, Associate, CIHS



Before We Begin

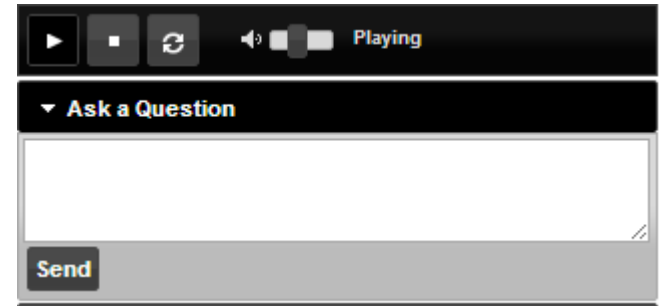
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Operating System	 Passed	Windows 7 Your operating system is ready to go!
Browser	 Passed	Google Chrome 33 Your browser is ready to go!
Bandwidth	 Passed	Your connection speed is approximately: 4,513 Kbps Your current bandwidth connection is ready to go!
Media Playback Test	 Passed	
Slide Display Test	 Passed	Your system is ready to go!
Advanced Info	<p>User Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/33.0.1750.117 Safari/537.36</p> <p>Tech info: Windows 7 Google Chrome 33 BW: 4,513 Kbps AFP v.12.0.0 WMP v. Not installed or disabled IP: 98.141.87.70 RSA: 173.228.128.167 Screen Res: 1920 x 1080 Compatibility Mode Enabled: NA Cookies Enabled: Yes Click here for the advanced system test</p> <p>Time: Thu Feb 27 16:23:17 GMT+00:00 2014</p>	

Before We Begin

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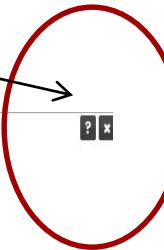


SAMHSA-HRSA

Center for Integrated Health Solutions

**NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH**
MENTAL HEALTH FIRST AID
Healthy Minds. Strong Communities.

Substance Abuse and Mental Health Services Administration
SAMHSA
www.samhsa.gov 1-877-SAMHSA-7 (1-877-726-4727)



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Today's Speakers

Christian Moher, MD

Chief Medical Officer, Assurance



Joddi Jacobson, RSS

Director of Individual and Family Affairs,
Assurance



Christine Wells, PhD, MBA

Vice President, Integration and Population
Health, Assurance



SAMHSA / HRSA Grant Integration (PBHCI)

Purpose: to establish projects for the provision of coordinated and integrated services through the co-location of primary and specialty care services in community-based mental and behavioral health settings.

Goal: to improve the physical health status of adults with serious mental illnesses (SMI) who have or are at risk for co-occurring primary care conditions and chronic diseases.

Process: grantees are expected to implement evidence-based tobacco cessation and nutrition/exercise interventions, in addition to other health promotion programs. These programs should incorporate recovery principles and peer leadership and support, and must be included in the integrated person-centered care plan.

Learning Objectives



Identify the multiple roles and contributions of peer providers within an integrated care setting



Evaluate the impact of peer providers on member engagement, satisfaction, health, and, healthcare costs



Understand the value of peer providers in fostering a culture of recovery and wellness

Poll Question 1

How many peer providers do you employ at your program?

- 0
- 1
- 2
- 3
- 4
- 5 or more

Poll Question 2

How many peer providers serve on integrated health care teams at your program?

- 0
- 1
- 2
- 3
- 4
- 5 or more



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Christian Moher, MD
Chief Medical Officer
Assurance Health and Wellness

April 20, 2017

Assurance Health and Wellness Center

Integrated Care from the Ground Up

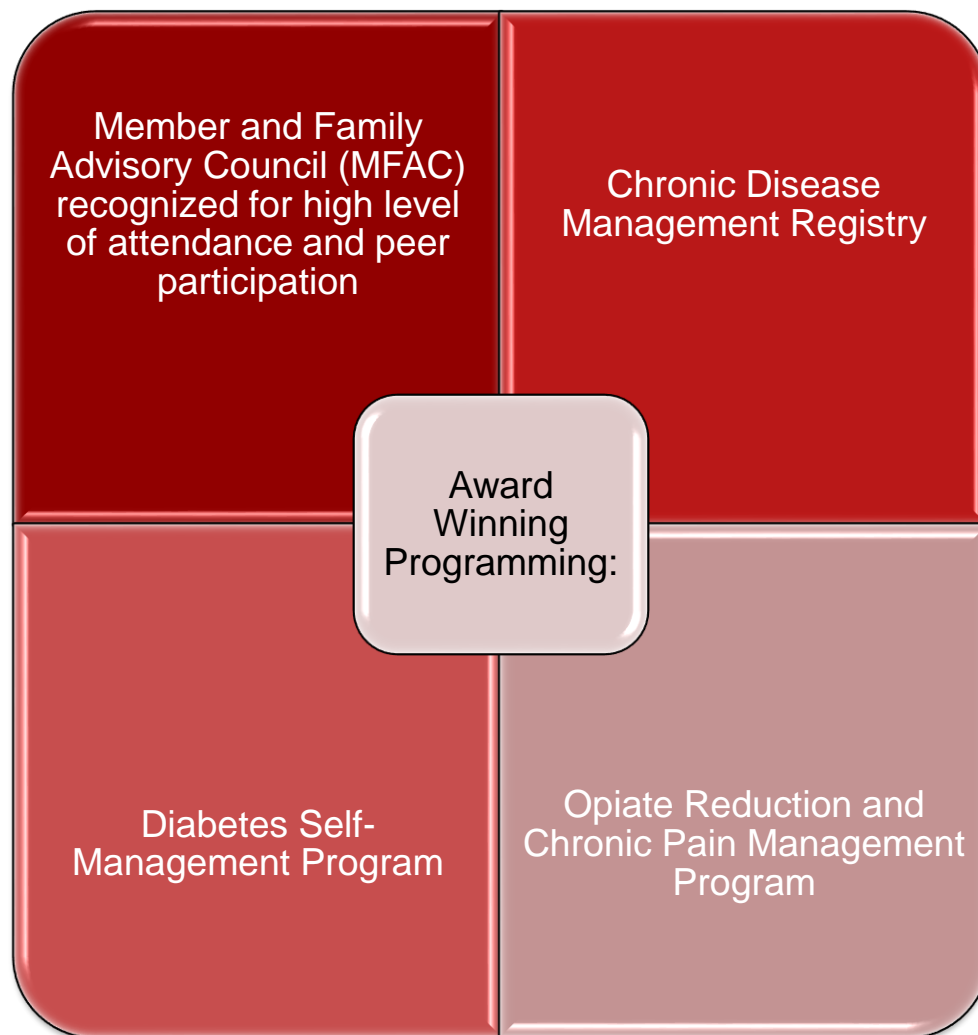
- ✓ First Outpatient Clinic in Arizona granted the “Integrated Care” IC-Type License in 2014
- ✓ Everything starts with the right Physicians
 - ✓ Leadership
 - ✓ Technical Competence
 - ✓ Flexibility
 - ✓ “Entrepreneurial” Spirit
- ✓ Crucial early task: Find the perfect Electronic Health Record.....except it doesn't exist
- ✓ Focus on Whole Health with emphasis on wellness and recovery
- ✓ Investment in Population Health Management
- ✓ SAMHSA Integration Grantee for Primary Care Behavioral Health Integration (awarded in 2015)



Track Record of Early Success



**300%
Growth
in FY16
(Tucson)**



Programming



Primary Care for Adults



Outpatient Behavioral Health Services for Children and Adults



Intensive Outpatient Services (IOP) for Substance Use



Nutrition Education and Assessment



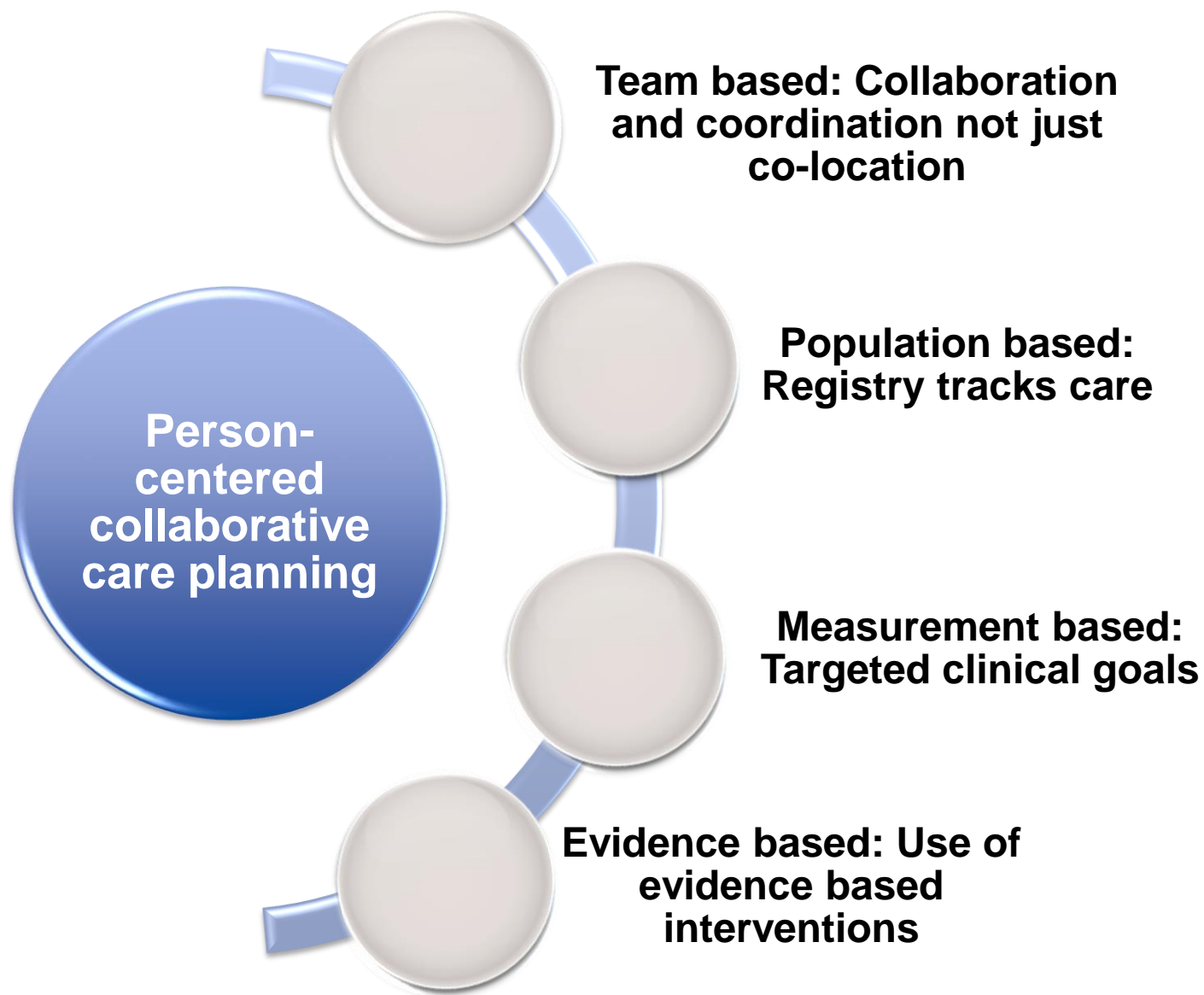
Pharmacy: MTM, Physician Consults, Medication Education



Wellness Services Health U, Tobacco Cessation, InShape, WHAM, CDSMP



Chronic Disease Self-Management – Diabetes Self-Management, Chronic Pain Management



Health Care Team (HCT)

Therapist

Home-Based Services
Specialist

Hospital Liaisons

Psychiatrist

Family Physician/Family
Nurse Practitioner

Medical Assistant

Peer Support Specialist

Nutritionist

Pharmacist

Population Health
Administrator

Health Coach

Case Manager



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Joddi Jacobson
Director of Individual and Family
Affairs
Assurance Health and Wellness

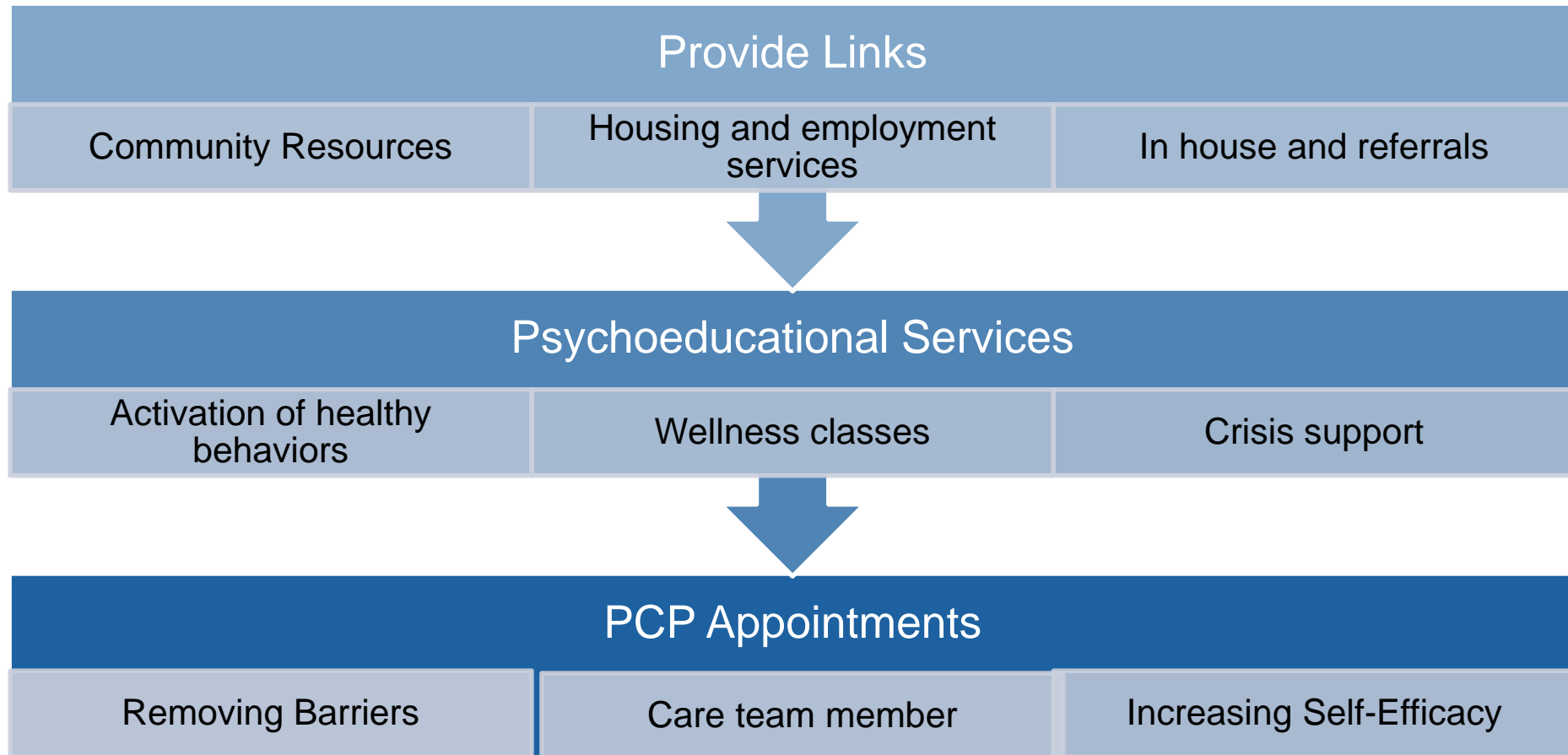
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Voice of Lived Experience

My Wellness Journey

Joddi Jacobson

Peer Providers in Integrated Settings: The Heart of Effective Service



5 Keys to Activating Peer-led Health Self-management

- Person-centered goal
- Weekly action plan that breaks the goal into small, achievable success
- Daily/weekly personal log
- One-to-one peer support
- Weekly peer support group



MFAC

- ✓ Provides a voice to AHW members
- ✓ Member lead
- ✓ Generate feedback to AHW and funders regarding ideas for improving services, access to care, and new initiatives
- ✓ Teaches leadership skills
- ✓ Successfully implemented:
 - Increased hours in the gym
 - Thrift store
 - Garden
 - New Groups
 - Television Feed in the Lobby

Lessons Learned

1. Management buy-in
2. Recovery Culture
3. Supervision
4. Self-care
5. Training and clear roles



SAMHSA-HRSA CENTER for INTEGRATED HEALTH SOLUTIONS

Christine Wells, PhD, MBA
Vice President of Integration and
Population Health
Assurance Health and Wellness/
Community Partners, Inc.

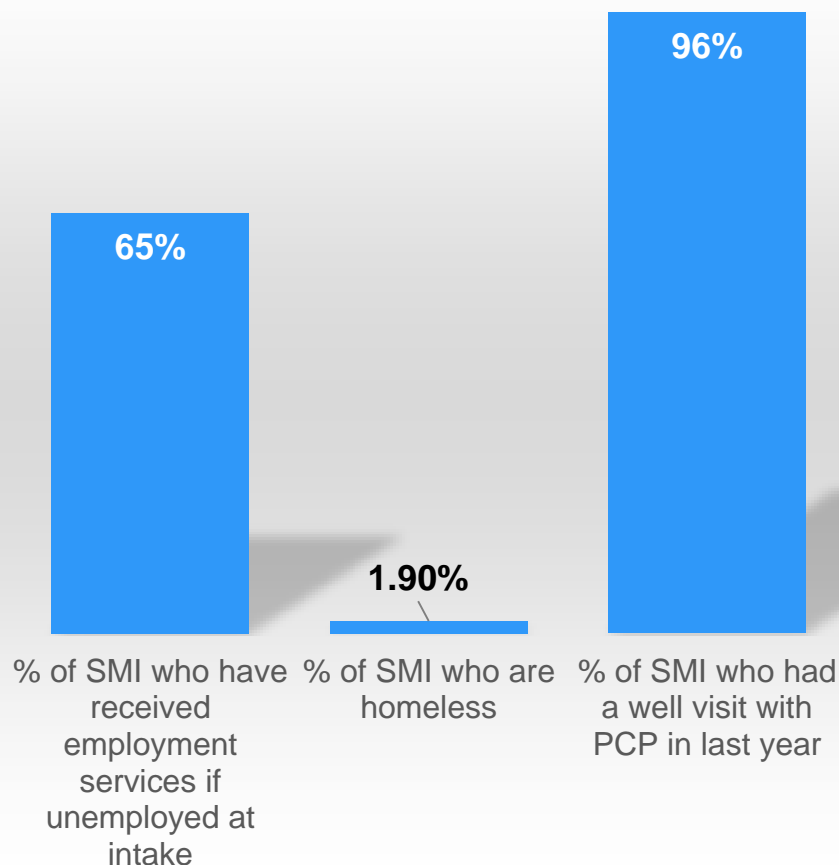
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Outcomes of Peer Involvement

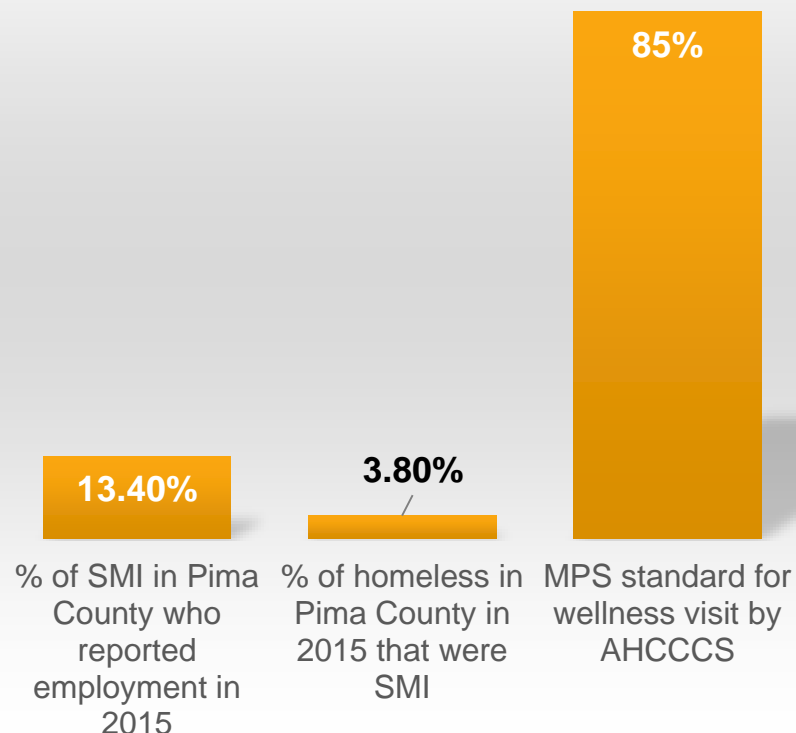


Outcomes (SMI Population)

Social Determinants of Health

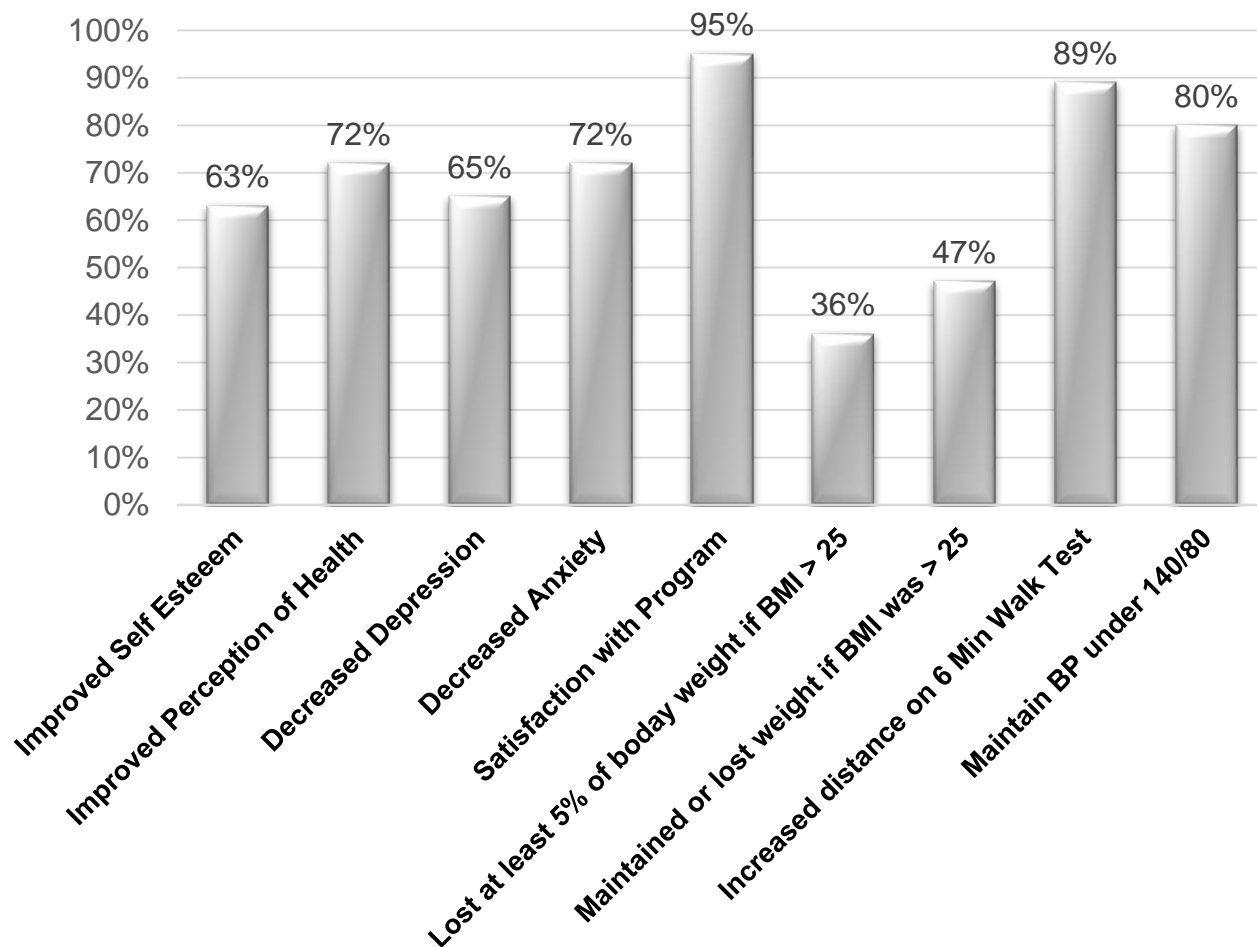


Pima County Data For Comparison



- Duke Health Profile
- BMI
- Blood Pressure
- Member Satisfaction
- 6 Minute Walk Test

Outcome Measure Healthy U

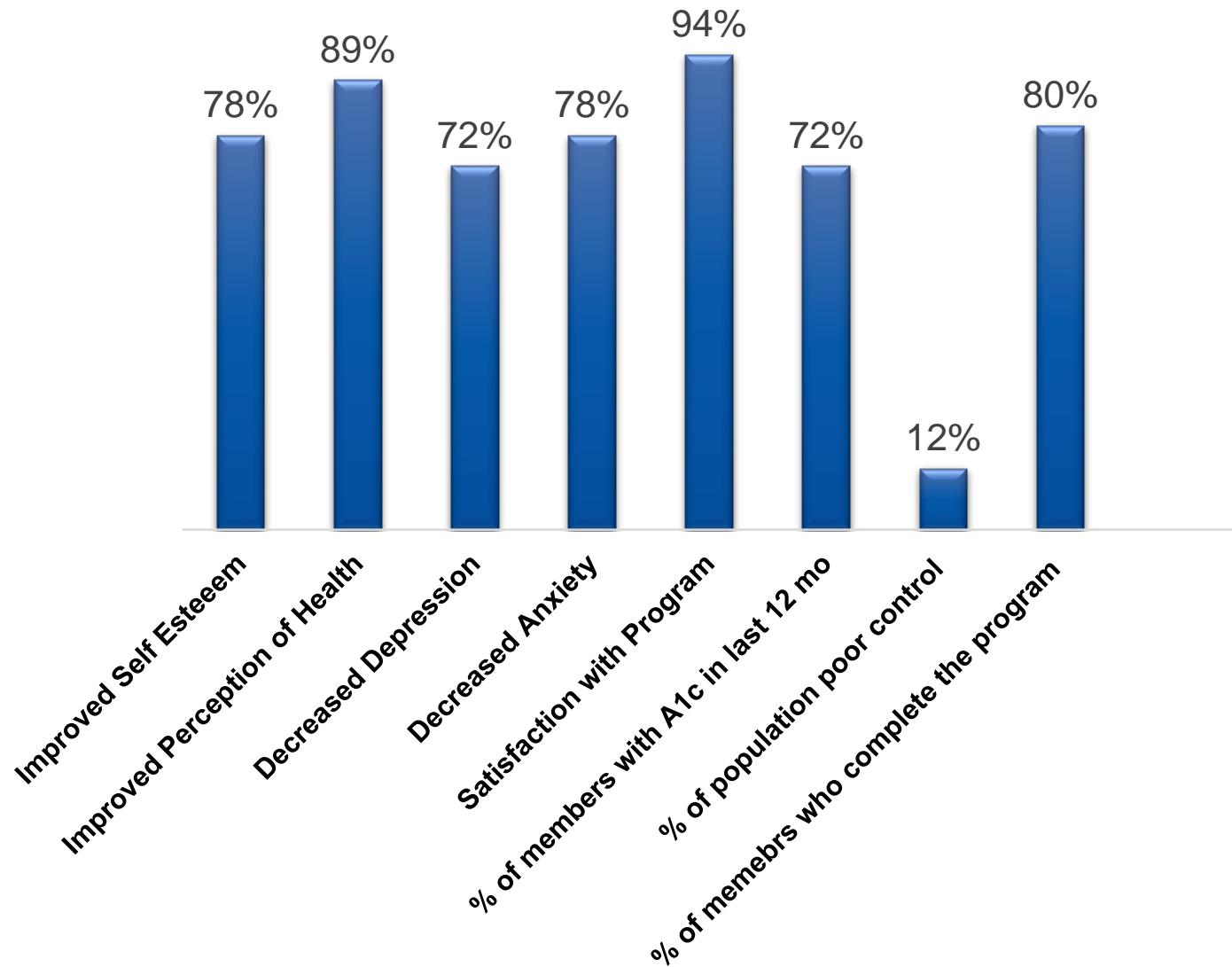


N = 218
Graduated
Participants

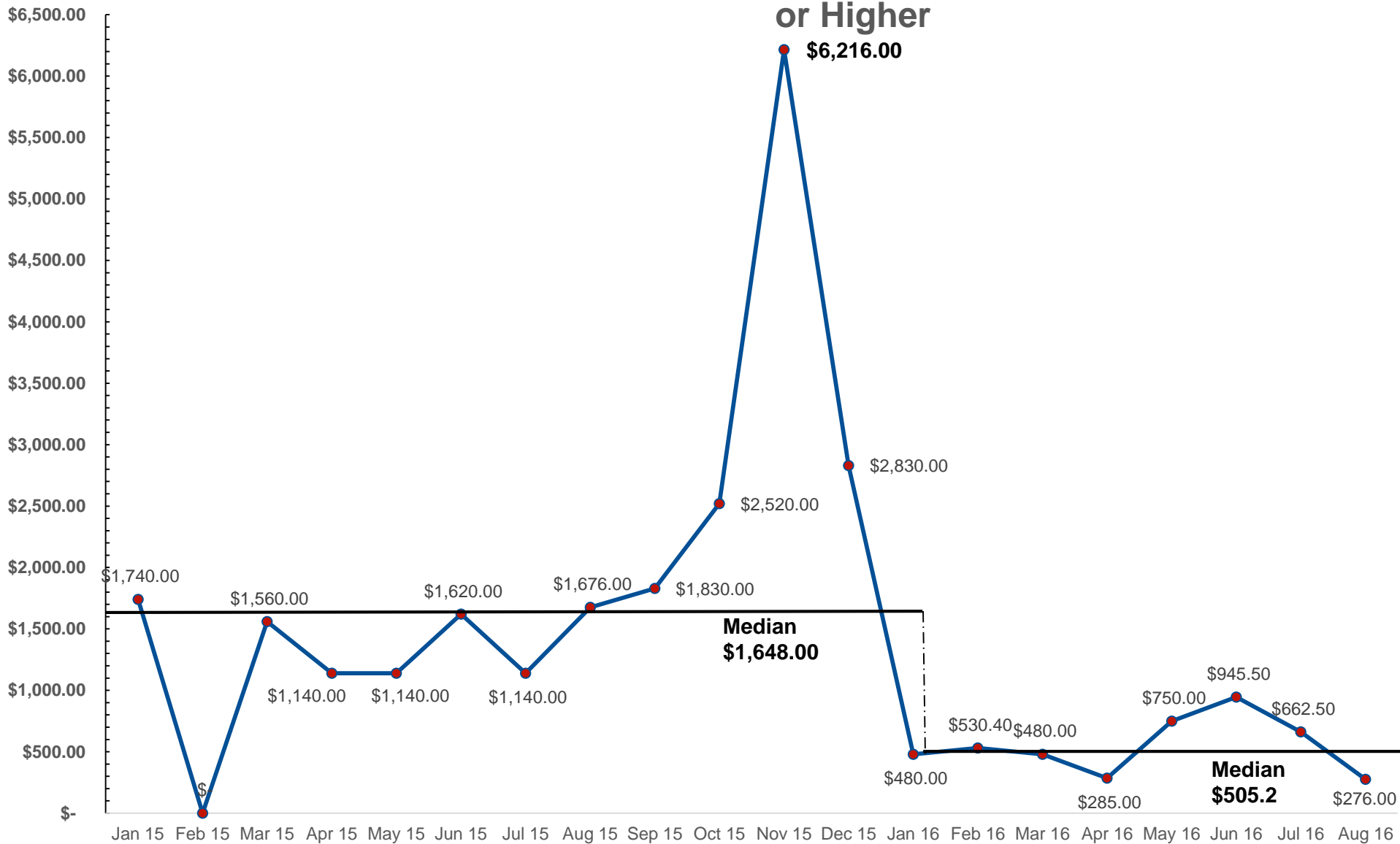
Outcome Measures Diabetes Self-Management Program

- Duke Health Profile
- HbA1c
- Member Satisfaction Survey

N = 36
Graduated
Participants



Estimated Total Cost per Month of Rx Opiates on a 120 mg MEDD or Higher



Self care activities for staff

- Flu shots on site
- Staff able to see our primary care doctors
- Open gym time for staff
- Healthy pot lucks
- Peers: process group weekly lead by peer supervisor
- Peers: support for their own recovery
- Morale committee weekly meeting (we do things like leave little gifts with a thank you on desks, supervisors make lunch for direct care staff,
- Incentive plans for hitting bench marks (\$)
- Monthly awards announced at all staff by our CEO (\$) and certificates



<https://player.vimeo.com/video/169578294>



Questions ?



CIHS Resources

Meaningful Roles for Peer providers in Integrated Healthcare

http://www.casra.org/docs/peer_provider_toolkit.pdf

WHAM Training

<http://www.integration.samhsa.gov/health-wellness/wham/wham-training>

CIHS Resource: Telling Your Wellness Story

- What were some of the early indications you were beginning to have difficulties with your wellness, both mind and/or body?
- Briefly describe yourself and your situation when you were having the most difficult time.
- What helped you move from where you were to where you are now? What did you do? What did others do?
- What have you had to overcome to get to where you are today?
- What are some of the strengths/skills you have developed to self-manage your wellness?
- What are some of the actions you take to stay on your wellness path?
- What prevents individuals from accessing primary care and wellness resources? Alternatively what works to engage individuals in the services available through PBHCI?

CIHS Tools and Resources

Visit www.integration.samhsa.gov or
e-mail integration@thenationalcouncil.org

The screenshot shows the homepage of the SAMHSA-HRSA Center for Integrated Health Solutions. At the top, there is a search bar with the text "Making Integrated Care Work" and a phone number "202.684.7457". Below this is the center's name, "SAMHSA-HRSA Center for Integrated Health Solutions", and a link to the "eSolutions newsletter". A navigation menu includes links for "About Us", "Integrated Care Models", "Workforce", "Financing", "Clinical Practice", "Operations & Administration", and "Health & Wellness". Below the menu is a "Glossary" link and social media icons for Facebook, Twitter, and LinkedIn. The main content area features a large image of four healthcare professionals in a meeting. To the right of this image is a section titled "ABOUT CIHS" with the heading "SAMHSA-HRSA Center for Integrated Health Solutions" and a paragraph describing the center's mission. Below this is a "LEARN MORE" button. To the left of the main image is a section titled "Core Competencies for Integrated Behavioral Health and Primary Care" with a subheading "An essential foundation for preparing and further developing an integrated workforce." and a series of numbered icons (1-5). Below this is a "CALENDAR OF EVENTS" section with two events listed: "Substance Use and Mental Disorders: Early Detection, Prevention, and Treatment" on February 26, 2014, and "Integrating Peer Support in Primary Care" on February 27, 2014. To the right of the calendar is a "TOP RESOURCES" section with two featured articles: "Integrating Physical and Behavioral Health Care: Promising Medicaid Models" dated February 24, 2014, and "February Is American Heart Month!" dated February 21, 2014. Each article has a small image and a brief description.

Making Integrated Care Work 202.684.7457

SAMHSA-HRSA Center for Integrated Health Solutions eSolutions newsletter

About Us Integrated Care Models Workforce Financing Clinical Practice Operations & Administration Health & Wellness

Glossary Facebook Twitter LinkedIn Ask a Question Email

ABOUT CIHS

SAMHSA-HRSA Center for Integrated Health Solutions

CIHS promotes the development of integrated primary and behavioral health services to better address the needs of individuals with mental health and substance use conditions, whether seen in behavioral health or primary care provider settings.

[LEARN MORE](#)

TOP RESOURCES

[View Our RSS Feed](#)

CALENDAR OF EVENTS

FEB 26 Substance Use and Mental Disorders: Early Detection, Prevention, and Treatment
FEBRUARY 26-28, 2014

FEB 27 Integrating Peer Support in Primary Care
FEBRUARY 27-27, 2014

FEBRUARY 24, 2014
Integrating Physical and Behavioral Health Care: Promising Medicaid Models

FEBRUARY 21, 2014
February Is American Heart Month!

This issue brief examines five promising Medicaid approaches to integrate physical and behavioral health care.

Individuals with serious mental illness and substance use disorders have a significantly higher risk of heart disease.



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Thank you for joining us today.

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feedback by completing the survey at the
end of today's webinar.**